

Z-Tel Communications, Inc.

Long Distance

Z-TEL COMMUNICATIONS, INC.

**777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602**

**RATES, RULES and REGULATIONS for FURNISHING
RESALE TELECOMMUNICATIONS SERVICES**

**Filed with the
PUBLIC SERVICE COMMISSION OF KENTUCKY**

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for long-distance telecommunication services provided by Z-Tel Communications, Inc. ("Z-Tel Communications, Inc.") between points within the Commonwealth of Kentucky.

**PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE**

JUN 25 1998

**PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)**

**BY: Stephan O. Bell
SECRETARY OF THE COMMISSION**

Issued: May 22, 1998

Effective: June 25, 1998

**Issued by: D Gregory Smith, Chief Executive Officer
Z-Tel Communications, Inc.
777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602**

CHECK SHEET

The Title Page and Pages listed below are effective as of the date shown. Original and revised pages, as named below, contain all changes from the original tariff that are in effect on the date thereon except as otherwise noted.

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* - indicates those pages included with this filing

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SECTION 9 (1)

BY 
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TARIFF FORMAT

Page Numbering - Page numbers appear in the upper right hand corner of the page. Pages are numbered sequentially. From time to time new pages may be added to the tariff. When a new page is added between existing pages a decimal is added to the preceding page number. For example, a new page added between Pages 3 and 4 would be numbered 3.1.

Explanation of Symbols - When changes are made in any tariff sheet, a revised sheet will be issued canceling the tariff sheet affected. Changes will be identified on the revised page(s) through the use of the following symbols:

- (C) To signify changed regulation.
- (D) To signify discontinued rate or regulation.
- (I) To signify increased rates.
- (M) To signify material relocated from one page to another without change.
- (N) To signify new rate, regulation, or text.
- (R) To signify reduced rate.
- (T) To signify a change in text, but no change in rate or regulation.

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Application of Tariff

This tariff contains the regulations and rates applicable to the furnishing of intrastate resale common carrier communications service by Z-Tel Communications, Inc. within the State of Kentucky.

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SECTION 1 - TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the Customer's telephone to an Z-Tel Communications, Inc. designated switching center or point of presence.

Authorization Code - A pre-defined series of numbers to be dialed by the Customer or End User upon access to the Company's system to notify the caller and validate the caller's authorization to use the services provided. The Customer is responsible for charges incurred through the use of his or her assigned Authorization Code.

Authorized User - A person, firm, corporation, or any other entity authorized by the Customer to utilize the Carrier's service.

Company or Carrier - Z-Tel Communications, Inc. unless otherwise clearly indicated by the context.

Customer or End User - The person, firm, corporation or other entity which orders, cancels, amends or uses service and is responsible for payment of charges and compliance with the Company's tariff.

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SECTION 1 - TERMS AND ABBREVIATIONS, CONT'D.

Equal Access - Where the local exchange company central office provides interconnection to interexchange carriers with Feature Group D circuits. In such end offices, Customers presubscribe their telephone line(s) to their preferred interLATA carrier.

LEC - Local Exchange Company.

Personal Account Code - A numeric or alpha-numeric sequence unique to each Travel Card or Debit Card.

P.S.C. KY - Public Service Commission of Kentucky.

Special Access Origination/Termination - Where access between the Customer and the interexchange carrier is provided on dedicated circuits. The cost of these dedicated circuits is billed by the access provider directly to the end user.

Switched Access Origination/Termination - Where access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits and the connection to the Customer is a LEC-provided business or residential access line. The cost of switched Feature Group access is billed to the interexchange carrier.

V & H Coordinates - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purposed of rating calls.

Z-Tel Communications, Inc. - Refers to Z-Tel Communications, Inc.

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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

Z-Tel Communications, Inc. services and facilities are furnished for intrastate communications originating at specified points within the state of Kentucky under terms of this tariff. Intrastate service is offered in conjunction with interstate service.

Z-Tel Communications, Inc. installs, operates, and maintains the communications services provided hereinunder in accordance with the terms and conditions set forth under this tariff. Z-Tel Communications, Inc. may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Customer's location to the Z-Tel Communications, Inc. network. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are provided on a monthly basis unless otherwise provided, and are available twenty-four hours per day, seven days per week.

2.2 Limitations

2.2.1 Presubscribed service is offered in Equal Access areas only. Travel service is available from all areas.

2.2.2 Service is offered subject to the availability of the necessary facilities and equipment and subject to the provisions of this tariff.

2.2.3 Z-Tel Communications, Inc. reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff or of the law.

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SECTION 2 - RULES AND REGULATIONS, CONT'D.

2.2 Limitations, Cont'd..

2.2.4 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

2.3 Use

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited.

2.4 Liabilities of the Company

2.4.1 Z-Tel Communications, Inc. liability for damages arising from any failure of service shall not exceed an amount equivalent to the charge to the Customer for the period during which the failure occurs.

2.4.2 The Company shall not be liable for any claim or loss not directly caused by negligence of the Company.

2.4.3 Z-Tel Communications, Inc. shall not be liable for any claim, loss or refund as a result of loss or theft of Personal Identification Numbers or Account Codes issued for use with the Company's services.

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SECTION 2 - RULES AND REGULATIONS, CONT'D.**2.5 Deposits and Advance Payments**

The Company does not require deposits or advance payments.

2.6 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates for those services billed in arrears.

2.7 Miscellaneous Rates and Charges

The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Examples of such programs include, but are not limited to, the Universal Service Fund, the Primary Interexchange Carrier Charge, and compensation to payphone service providers for the use of their payphones to access Z-Tel service.

2.8 Terminal Equipment

The Company's facilities and service may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems, such as a telephone set, PBX or key system. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

2.9 Installation and Termination

Service is installed upon mutual agreement between the Customer and the Company. The service agreement does not alter rates specified in this tariff.

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SECTION 2 - RULES AND REGULATIONS, CONT'D..**2.10 Payment for Service**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an Authorized User of the Customer by Z-Tel Communications, Inc.. All charges due by the Customer are payable to the Company or to the Company's authorized billing agent (such as a local exchange telephone company or other authorized entity). Terms of payment shall be according to the rules and regulations of the billing agent and subject to the rules of regulatory agencies, including the P.S.C Ky.

The Customer shall be responsible for all calls placed as the result of the Customer's intentional or negligent disclosure of their Personal Account Code.

Any objections to billed charges must be reported to the Company or its billing agent within sixty days after receipt of bill. Contested charges will be handled in accordance with 807 KAR 5:006, Section 9. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate. All invoices are due and payable within thirty (30) days from the date of invoice. All amounts owed after the due date are subject to late payment penalty charges of 1.5% per month. The penalty may be assessed only once on any bill for rendered service.

2.10.1 Return Check Charge

The Company reserves the right to assess a return check charge of up to \$25.00 whenever a check, draft or other payment type submitted by the Customer to the Company and presented for payment of service is not accepted by the institution on which it is written. This charge applies each time a check is returned to the Company by a bank for insufficient funds.

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SECTION 2 - RULES AND REGULATIONS, CONT'D..**2.11 Cancellation by Customer**

Customers may cancel service verbally or in writing at any time. The company shall hold the Customer responsible for payment of all charges, including fixed fees, surcharges, etc., which accrue up to the cancellation date. Charges may be avoided by dialing another carrier's access code. In the event the Customer executes a term commitment agreement with the Company, the Customer must cancel service and terminate the agreement in accordance with the agreement terms.

2.12 Interconnection

Service furnished by Z-Tel Communications, Inc. may be connected with the services or facilities of other carriers. Such service or facilities, if used, are provided under the terms, rates and conditions of the other carrier. The Customer is responsible for all charges billed by other carriers for use in connection with Z-Tel Communications, Inc. service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Customer.

2.13 Refusal or Discontinuance by Company

Z-Tel Communications, Inc. may refuse or discontinue service under the following conditions. Unless otherwise stated, the Customer will be given ten (10) days written notice and allowed a reasonable time to comply with any rule or remedy any deficiency.

- 2.13.1** For non-compliance with and/or violation of any State or municipal law, ordinance or regulation pertaining to telephone service.
- 2.13.2** For the use of telephone service for any other property or purpose other than that described in the application.
- 2.13.3** For failure to meet the Company's credit requirements.

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SECTION 2 - RULES AND REGULATIONS, CONT'D..

2.13 Refusal or Discontinuance by Company, Cont'd.

- 2.13.4** For neglect or refusal to provide reasonable access to the Company for the purpose of inspection and maintenance of equipment owned by the Company.
- 2.13.5** For non-compliance with and/or violation of the Commission's regulations or the Company's rules and regulations on file with the Commission, provided ten (10) working days written notice is given before termination.
- 2.13.6** For non-payment of bills for telephone service. Suspension or termination of service shall not be made without ten (10) working days written notice to the Customer. Under no circumstances shall service be terminated before twenty (20) days after the mailing date of the original unpaid bill.
- 2.13.7** Without notice in the event of Customer use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others. The Company shall notify the Customer immediately in writing and, if possible, orally of the reasons for the termination of refusal. Such notice shall be recorded by the Company and shall include the corrective action to be taken by the Customer or utility before service can be restored or provided.
- 2.13.8** Without notice in the event of tampering with the equipment furnished and owned by the Company. The Company shall notify the Customer immediately in writing and, if possible, orally of the reasons for the termination of refusal. Such notice shall be recorded by the Company and shall include the corrective action to be taken by the Customer or utility before service can be restored or provided.

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SECTION 2 - RULES AND REGULATIONS, CONT'D..

2.13 Refusal or Discontinuance by Company, Cont'd.

2.13.9 Without notice in the event of unauthorized or fraudulent use of service. Within 24 hours after such termination, the Company shall send written notification to the Customer of the reasons for termination and inform the Customer of his/her right to challenge the termination by filing a formal complaint with the Commission. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Customer to make, at his own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.

2.13.10 For failure of the Customer to make proper application for service.

2.13.11 For Customer's breach of the contract for service between the Company and the Customer. The Company shall notify the Customer immediately in writing and, if possible, orally of the reasons for the termination or refusal. Such notice shall be recorded by the utility and shall include the corrective action to be taken by the Customer or utility before service can be restored or provided.

2.13.12 When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

2.14 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities provided by the Carrier shall be made available to the Carrier for tests and adjustments as may be deemed necessary by the Carrier for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made when the interruption is less than twenty-four consecutive hours.

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SECTION 2 - RULES AND REGULATIONS, CONT'D..**2.15 Tests, Pilots, Promotional Campaigns and Contests**

The Carrier may conduct special tests, pilot programs, waivers and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. Such promotions will be filed with the P.S.C. Ky. in this Tariff on not less than thirty (30) days notice.

2.16 Interruption of Service

Credit allowances for interruptions of service caused by service outages or deficiencies are limited to the initial minimum period call charges for re-establishing the interrupted call.

2.17 Bill Format

Z-Tel Communications, Inc.'s monthly bill to each Customer consists of a billing summary of current charges, previous balance due and payments received and call detail pages. The bill includes the Company's name, address and toll-free telephone number.

2.18 Other Rules

Z-Tel Communications, Inc. may temporarily suspend service without notice to the Customer by blocking traffic to certain cities or NXX exchanges, or by blocking calls using certain Personal Account Codes when the Company deems it necessary to take such action to prevent unlawful use of its service. Z-Tel Communications, Inc. will restore services as soon as service can be provided without undue risk.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES**3.1 General**

Z-Tel Communications, Inc. offers outbound long distance service to its Customers. Each Customer is charged individually for each call placed through the Carrier. Customers are billed based on their use of Z-Tel Communications, Inc. service.

Service is available twenty-four hours per day, seven days a week. Presubscribed service is available from equal access originating end offices only.

3.2 Timing of Calls

- 3.2.1** Long distance usage charges are based on the actual usage of Z-Tel Communications, Inc. network. The Company will determine that a call has been established through industry standard answer detection methods, including hardware answer detection.
- 3.2.2** Chargeable time for a call ends upon disconnection by either party.
- 3.2.3** The minimum call duration, initial period and each incremental period used for billing purposes is specified by product in Section 3.4 of this tariff.
- 3.2.4** No charges apply for incomplete calls.
- 3.2.5** Should a call originate in one rate period and terminate in another rate period the entire call will be billed by the rates in effect at the time of connection based on the originating rate period.

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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, CONT'D.**3.3 Calculation of Distance**

Usage charges for all mileage sensitive products are based on the airline distance between the rate centers associated with the originating and terminating points of the call. The rate centers or serving central office of a call are determined by the NPAs (or Area Codes) and exchanges (NXXs) of the originating and terminating points.

The distance between the originating and terminating points is calculated by using the "V" and "H" coordinates of the rate center or serving AT&T central office as defined and listed in AT&T FCC Tariff No. 10 and AT&T P.S.C. Ky. Tariff No. 4 and on file with the Kentucky PSC in the following manner:

Step 1 - Obtain the "V" and "H" coordinates of the originating and the destination points as filed with the Kentucky PSC.

Step 2 - Obtain the difference between the "V" coordinates. Obtain the difference between the "H" coordinates.

Step 3 - Square the differences obtained in Step 2.

Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5 - Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.

Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the V&H mileage distance between the originating and terminating points of the call.

Formula:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, CONT'D.**3.4 Z-Tel Referral Program**

Any existing Z-Tel Customer who refers a potential customer to the Z-Tel services listed below will receive a one-time credit should the referred customer subscribe to and remain a Z-Tel customer for at least 30 days. The referred customer must provide the name of the existing Z-Tel Customer who made the referral upon ordering the new Z-Tel service. The credit is applied only once to a Customer's bill and does not apply separately for interstate or intrastate service.

If the referred customer subscribes to:	The referring customer credit is:
Z-Line Anywhere Service	\$ 5.00
Z-Line Long Distance Edition Service	\$10.00

3.5 Z-Line Business Plus Service

For rates for the local portion of Z-Line Business Plus Service please see Z-Tel's Kentucky Tariff No. 2.

3.5.1 Z-Line Business Plus Toll Service

Z-Line Business Plus Toll service is available only to Customers of Z-Line Business Plus Local Exchange Service. Calls are billed in six (6) second increments.

Rate Per Minute:	\$0.069
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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, CONT'D.**3.5 Z-Line Business Plus Service, (Cont'd.)****3.5.2 Z-Line Business Plus Toll Free Service**

Z-Line Business Plus Toll Free Service is available to Customers for incoming calls. Service is available only to Customers of Z-Line Business Plus Local Exchange Service. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. Call charges are billed to the Subscriber rather than to the originating caller. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

Rate per minute:	\$0.045
Monthly Recurring Charge Per toll free access line:	\$3.00
Toll Free Service Installation:	\$20.00 *
Vanity Toll Free Number Search:	\$9.99

3.5.3 Travel Card Service

Z-Line Business Plus Travel Card Service is available to Z-Line Business Plus Local Exchange Service Customers who also purchase Z-Line Business Plus Toll Service. Calls may be made away from the Customer's business location and billed to the business account. Calls are billed in six (6) second increments.

Rate Per Minute:	\$0.045
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* The Toll Free Service Installation charge is not applied when a customer migrates from another telephone company.

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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, CONT'D.**3.5 Z-Line Business Plus Service, (Cont'd.)****3.5.4 Business Network Service**

Business Network Service is an optional service available to Z-Line Business Plus Customers for outbound calling from presubscribed lines. This service allows Z-Line Business Plus Customers presubscribed to Z-Tel for long distance service to call other Z-Tel Customers without depleting the call allowance for the plan the Customer has chosen. Call may be made to other Z-Tel business Customers or to Z-Tel residential Customers. Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds and originate and terminate on Customer-provided switched access lines. Rates are not mileage or time-of-day sensitive.

Rate Per Minute:

\$0.039

(N)

(N)

3.6 Reserved For Future Use**3.7 Reserved For Future Use****3.8 Z-Line Travel Card Service**

Customers subscribing to any Z-Tel Home Edition Service will receive a Z-Line Travel Card for placing long distance calls while away from home. Calls originate via toll free access code dialing. Calls are billed in sixty (60) second increments with an initial period, for billing purposes, of sixty (60) seconds. There is no per call charge.

Rate per minute:

\$0.20

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Tampa, Florida 33602

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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, CONT'D.**3.9 Operator Services****3.9.1 Long Distance Operator Assistance**

The Company provides the Customer operator assisted services on a per call service charge basis. In addition to the per call service charge, mileage-sensitive usage rates apply. The Company's operator services are accessible on a twenty-four (24) hour per day seven (7) days per week basis.

The Company offers many operator service rate plans depending upon the needs of the Customer. The types of calls handled are as follows:

Customer Dialed Calling/Credit Card Call - This charge applies in addition to long distance usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.

Operator Dialed Calling/Credit Card Call - This charge applies in addition to long distance usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.

Operator Station - These charges apply in addition to long distance usage charges for non-Person-to-Person calls placed using the assistance of a Company operator and billed Collect, to a Third Party, by deposit of coins in Pay Telephones, or via some method other than a Calling Card or Commercial Credit Card.

Person-to-Person - This charge applies in addition to long distance usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.

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SECTION 9 (1)
BY: *Stephen O. Bell*
SECRETARY OF THE COMMISSION

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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, CONT'D.**3.9 Operator Services, Cont'd.****3.9.1 Long Distance Operator Assistance, Cont'd.****Usage:**

Usage charges are the same as usage for the Z-Tel service a Customer has presubscribed to.

Per Call Service Charges:

Calling Card (fully automated)	\$0.80	(T/R)
Calling Card (non-or semi-automated)	\$2.25	(T/R)
		(D)
		(D)
Station to Station		(D)
Billed Collect	\$2.25	(T)
Billed to Third Party	\$2.25	(R)
		(R)
Person-to-Person		
All Billing Methods	\$4.90	(R)

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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, CONT'D**3.10 Directory Assistance**

Directory Assistance is available to Customers of Z-Tel. A Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two requests may be made on each call to Directory Assistance. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

A business or residence main telephone exchange line may be registered for exemption from Directory Assistance charges where one of the users of the line is considered to be legally blind, visually or physically handicapped, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0". Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.

Per Call Rate: \$1.10 (I)

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BY: Stephan D. Bell
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Some material now found on this page previously found on Page 17.2

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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, CONT'D**3.11 Public Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intraKentucky calls that originate from any pay telephone, not presubscribed to the Company, used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the "#" symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

Rate Per Call: \$0.30

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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, CONT'D**3.12 Member to Member Service**

Member to Member Service is available to all Z-Tel Customers of services listed below. Member to Member allows Z-Tel Customers to call other Z-Tel Customers without incurring per call usage charges or depleting the bundled minutes call allowance. Calls under the Member to Member option must originate on and terminate to a telephone number presubscribed to a Z-Tel Network Exchange Bundled Service. Customers are not required to identify Customers in their calling circle. Such identification will be handled by the Company's network.

Member to Member calling between Z-Tel Customers applies to both intrastate and interstate calling. There is no limit to the number of minutes included in Member to Member.

Member to Member Service is available at no charge.

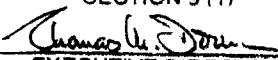
Z-LinePVA: Not Available

Z-LineLONG DISTANCE 500: Available at no charge. Included in the Z-LineLONG DISTANCE 500 offering

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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, CONT'D

3.13 Z-LinePVA

Z-LinePVA allows residential customers to access the Company's Personal Voice Assistant (PVA) for call completion and enhanced services such as dialing assistance, contact lists, review of and delivery of emails, voice mail and Follow Me/Find Me, Notify Me and Fast Access service¹. Access is via toll free number. Service is available 24 hours a day, 7 days a week. A monthly recurring charge applies. All calls made through this service will be billed in one (1) minute increments. An interstate Monthly Recurring Charge applies to this service in addition to usage.

Rate Per Minute: \$0.069

¹ Voice mail, review and delivery of emails, Follow Me/Find Me, Notify Me and Fast Access services are not regulated by the Commission.

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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, CONT'D**3.14 Z-LineLONG DISTANCE 500 Service**

Z-LineLONG DISTANCE 500 Service is a presubscribed service providing outbound calling for residential customers. The service also provides access to the Company's Personal Voice Assistant Service (PVA) for call completion and enhanced services such as dialing assistance, contact lists, review of and delivery of emails¹. The service includes a monthly call allowance of combined intrastate and interstate toll calling of 500 minutes and Member to Member calling at no charge. Calls placed above the call allowance will be billed in one (1) minute increments rates. Customers are provided a toll free number for placing calls while away from home and the same rates and call allowance applies. An interstate Monthly Recurring Charge applies to this service in addition to usage.


Call Allowance:	500 minutes
Direct dial rate per minute above call allowance	\$0.049
PVA rate per minute above call allowance:	\$0.049

¹ Contact lists and review of delivery of emails not services regulated by the Commission.

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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, CONT'D**3.15 Z-Line 800 Service**

Z-Line 800 Service provides customers with a personal toll free telephone number with which to access the company's travel card platform and Personal Voice Assistant (PVA) enhanced services. Voice mail is included with this service as are the enhanced features Find Me, Notify Me. ¹

This service may be purchased on a stand-alone basis without the purchase of any other Z-Tel service. In addition, the service is available as an add-on to existing Z-Line Unlimited Service, Z-LineHOME Basic with PVA and Z-LineHOME Select with PVA services.

Customers will use their personal toll free number to access the Company's travel card and PVA platform. End users wishing to contact the Customer or leave a message for the customer may do so through the Z-Line 800 Service.

A call allowance of 120 minutes of inbound and/or outbound calling is included with this service. Calls above the call allowance will be billed in sixty (60) second increments.

An interstate Monthly Recurring Charge applies to this service in addition to usage.

(N)

(D)

Rate Per minute above 120 Minute Call Allowance: \$0.069

PUBLIC SERVICE COMMISSION
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BY Charles H. Dore
EXECUTIVE DIRECTOR

¹ Contact lists, review of and delivery of emails, VoiceMail, Find Me and Notify Me are not services or features regulated by the Commission.

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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, CONT'D**3.16 Z-Line LONG DISTANCE Service**

Z-Line LONG DISTANCE Service is a presubscribed service providing outbound calling for residential Customers. The service also provides access to the Company's Personal Voice Assistant Service (PVA) for call completion and enhanced services such as dialing assistance, contact lists, review of and delivery of emails as well as VoiceMail, Find Me and Notify Me functions.¹ Calls are billed in one (1) minute increments. Customers are provided a toll free number for placing calls while away from home, and the same rates apply. An interstate Monthly Recurring Charge applies to this service in addition to usage.

Direct Dial rate per minute:	\$0.049
Call completion through PVA Rate Per Minute:	\$0.049 (R)

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¹ Contact lists, review of and delivery of emails, VoiceMail, Find Me and Notify Me are not services or features regulated by the Commission.

BY Charles A. Spivey
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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, CONT'D**3.17 Z-Line Business Long Distance with PVA**

Z-Line Business Long Distance with PVA is a presubscribed long distance service providing outbound calling for business Customers. The service also provides access to the Company's Personal Voice Assistant enhanced service platform for call completion and enhanced services such as dialing assistance, contact lists, voice mail, and review of and delivery of emails, as well as Find Me and Notify Me functions ¹Calls are billed in six (6) second increments. Customers are provided a toll free number for placing calls while away from the office, and the same rates apply.

Rate Per Minute \$0.069

3.18 PVA Directory Assistance

PVA Directory Assistance is a directory service whereby Customers may request assistance in determining listing information on a nationwide basis through the Company's Personal Voice Assistance (PVA) enhanced services platform.

This service is only available to Customer of Z-Tel local and/or long distance services with PVA. Customers use a toll free number or access code to access the PVA platform and choose the directory assistance option. Up to two listings per call may be requested. The rate per call applies whether or not a number is provided; this includes requests for numbers which are non-published or non-listed.

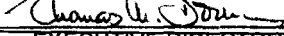
There are no billing exemptions or allowances for PVA Directory Assistance.

Rate Per Minute \$0.081

¹Contact lists, review and delivery of emails, VoiceMail, Find Me and Notify Me are not services or features regulated by the Commission

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SECTION 4 - PROMOTIONS

4.1 Demonstration Calls

From time to time Z-Tel will demonstrate its services by providing free test calls of up to fifteen minutes duration over its network.

4.2 Promotions - General

From time to time, the Carrier may provide promotional offerings to introduce a current or potential Subscriber to a service not being used by the subscriber. These offerings may be limited to certain dates, times or locations and may waive or reduce recurring or non-recurring charges.

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